



**NEW
CANADIANS
CENTRE**
PETERBOROUGH

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VOLUNTEER ROLE DESCRIPTION:

RAP ON-CALL VOLUNTEER

Role Purpose:

As a Resettlement Assistance Program (RAP) On-Call Volunteer, you will support refugee community members (and their caseworkers as needed) with various short-term settlement and immigration tasks in their first year in Canada. Since this role is on an as-needed basis, we are looking for flexible, friendly individuals who are comfortable being on a call/email list to meet and assist new Government-Assisted Refugees (GARs) in the Peterborough area, as directed by staff at the New Canadians Centre (NCC).

Duties and Responsibilities

- Support refugee families and individuals with tasks such as providing them with rides to medical appointments, helping them move into permanent housing, and accompanying them to attend NCC events or activities. Tasks might also include responding to more urgent situations such as helping with childcare while a family or individual attends an essential appointment.
- Regularly check your phone and email to receive and respond to possible on-call tasks from NCC staff. Once you accept a task, ensure that you have a clear understanding of the date/time and duration of the task, as well as your specific role as a volunteer.
- Ensure that all on-call tasks are arranged by NCC staff. Avoid making any direct arrangements with families or individuals to prevent misunderstanding, confusion, or dependence.
- Inform NCC staff of any concerns or issues while completing your accepted tasks, including any questions/direct requests made by families or individuals. Wait for staff direction before agreeing to any additional requests.

Qualifications

- Understanding of the diverse and sometimes unpredictable situations faced by refugee families and individuals who have recently arrived in Canada.
- An ability to be clear with families and individuals about the task(s) that you agreed to and that you cannot respond to or accept any other request from the client without staff support.
- Friendly, patient and able to adapt your communication to a more basic style if required.
- Sensitive to newcomers' needs and able to work through language and cultural differences.
- Professional and able to follow strict confidentiality and code of ethics policies and procedures.

Accountability/Reporting:

RAP On-Call Volunteers will work closely with RAP Workers, including the RAP Assistant and RAP Housing Counsellor, depending on the particular nature of the assigned tasks. Volunteers may also be asked to work with the direct supervision of the Manager of Refugee Resettlement or Director of Client Services in more complex cases.

**Everyone
welcome.**

